

## Customer Complaint Form

This form is to be used in the event staff members do not have access to Trade Engine online at the time complaint is made.

### Customer Details

Customer name:  
Property address:  
  
Postcode:

### Staff Details

Complaint received by:  
  
Method (i.e. onsite / 'phone / e-mail):  
  
Date:

Please ensure this complaint is logged as a Communication (Customers / Communications) as well as a Problem (Risk Management / Problems & Corrective Actions) within Trade Engine.

### Nature of Complaint

Person responsible for handling complaint:

Entered into Trade Engine:

Name:  
  
Date notified:  
  
Method of notification:

Print name:  
  
Signed:  
  
Date:

Any notes regarding this complaint and its resolution